

POSITION VACANT

Delivery Director.

Job type: Full time

Salary: £ competitive

Location: Lincoln, Lincolnshire

Team: Delivery team

Reporting to: Chief Executive

Closing date for applications: 5pm on Friday 15th October 2021

Overview:

Social Change UK is recruiting a Delivery Director with strong management and client engagement experience to join our rapidly growing business.

You will join a business taking on some of Society's toughest issues and breaking new ground in the behavioural science and behaviour change space.

As our Delivery Director you will report directly into the Chief Executive and will take full responsibility for all delivery within our account portfolio [c£1-2m annually]. You will be a key member of the senior management team responsible for ensuring all our projects and programmes are delivered on time, to budget and to the expected quality standard and you will

manage a fantastic delivery team of 13 people all responsible for delivering client briefs and undertaking research, marketing, and creative projects.

We are seeking a leader with a strong innovation, creative or digital delivery record, most likely gained in a consulting business, agency or marketing-led/creative business. You will have experience or managing and motivating people to succeed.

We are a business with huge growth ambitions and a strong and active growth plan, who are intentionally setting about building for scale, and this is our first director appointment. This is a great opportunity to be at the beginning of an exciting journey that you will help shape and develop.

Key responsibilities:

- Lead on all matters related to operations and delivery, managing and supporting a cross functional team to ensure that Social Change UK projects and programmes are deployed on time, to budget and to the expected [high] quality standards, meeting the wants and needs of our clients.
- Look after and develop the delivery team, coaching and mentoring your team, ensuring they are motivated, collaborating and working well and they are supported to deliver with the Social Change UK vision and values in mind.
- Create timelines, project/ sprint plans and put in place processes and plans for better delivery
- Lead the onboarding process [new clients]
- Champion client communication
- Support your team to ensure each and every person is progressing through their personal development plan and achieving their full potential
- Challenge and improve organisational processes using feedback from your team and clients and continuously seek ways to improve internal processes to maximise operational/ delivery performance.
- Provide insights/trend analysis using internal and external data
- Provide ideas and support at monthly senior management meetings, leading workshop sessions as appropriate
- Prepare regular operational updates and reports for the CEO
- Lead on operational communications, ensuring consistently, compliance and relevance
- Assist in new business activities, such as pitches, tenders and events [although this will largely sit with the growth team]

Person specification:

We are looking for exceptional talent, someone who wants to use their skills and experience to help grow a small business and make a difference on a range of important topics and issues. Ideally you will have at least 5 year's experience in a senior role – perhaps as a deputy director, associate or director level role, reporting into a board or senior management team. You will also have demonstrable experience managing people or teams. Importantly, you are someone who understands the complexities, challenges, satisfaction and frustrations of being a senior manager.

The ideal candidate is:

- A self-starter and self-manager who can engage people, keep them engaged and progressing
- Has a can-do and upbeat attitude to work, colleagues, clients and managers
- Has an inquisitive mind, able to find things out and problem solve.
- Is solutions focussed
- Pays attention to detail
- Works with integrity and possesses standards that mirror those of Social Change UK– where people and success matter.
- Is passionate about continued professional and personal development and is enjoys seeing others develop and succeed
- A person who wants to make a difference. You must be a genuine changemaker at heart
- A person with the ability to work at speed and multi-task and not become easily overwhelmed by working on multiple projects at any one time
- A person with excellent organisational and time management skills with experience of working to tight deadlines and managing client expectations

- Trustworthy
- A natural facilitator
- Efficient with limited resources
- A strong communicator, confident
- Understands people and tailors' solutions to meet each person's particular style and situation; able to motivate people and teams and can efficiently work together and in collaboration to create the right and best way to deliver a project
- Organised, with the ability to keep clear and comprehensive records.
- A natural enabler and facilitator of people, processes and situations
- A good listener
- Able to communicate and present effectively
- Can successfully react and respond to challenge
- Able to solve issues and unblock problems
- Drives teams and sets the pace, ensuring teams are working towards delivery commitments
- Able to take initiative, be innovative and seek out opportunities to create effective change
- A team player. At all levels, work collaboratively, share information appropriately and build supportive, trusting and professional relationships with colleagues and clients
- Demonstrated evidence in a senior role whilst managing teams to exceed
- Strong leadership style
- Understanding what it is like to be a manager and able to offer practical advice and support for the day to day issues.

How to apply

Please send your CV and a covering letter to Kelly Hunstone, CEO by **5pm on Friday 15th October 2021**. Please set out clearly in your covering letter how you meet the person specification, giving examples where possible.

If you wish to talk to the CEO ahead of making an application, please email or call the office on **01522 775060** and we can arrange a call.

Interview process

Fact-finding call: After you've submitted your CV and covering letter, if we like what we see and want to find out more, we'll arrange a call between you and our CEO. It'll be a chance for both parties to ask more questions and ensure the role is right for you.



First interview: You'll then have a first interview. This can take place in person or virtually (depending on your location and preference), and will be with the CEO. It's a chance to find out more, understand your skills and experience, and work out if we'll be a good fit.

Technical task: Following the success of the first interview (and depending on the role), you'll be asked to complete a technical task and may need to present back to a number of people in the team.

Culture interview: The final stage of our recruitment process is a culture interview. This is an open and honest conversation with other people from the team on subjects such as: what it's really like to work at Social Change UK, the various practices and policies, our values, and for our team to feedback on your suitability for the role.